

State of Montana
Department Of Administration
Information Technology Services Division
Communications Plan

A. General Information

Information to be provided in this section gives a specific name to the project as well as pertinent information about the personnel involved.

Project Name:	Network Expansion Project	Date:	10/15/2007
Controlling Agency:	Department of Administration/ITSD	Modification Date:	11/6/2007
Prepared by:	Carl Hotvedt	Authorized by:	Dick Clark, CIO

B. Timeliness

Describe how quickly and how often the project information will need to be communicated to the stakeholders.

Stakeholders: Meetings with the Project Stakeholders Committee will meet on a quarterly basis or as special circumstances may require.

A stakeholders committee will be established to provide policy and directions level support for the Network Expansion Project. The stakeholder committee will include personnel representing State Agencies, Higher Education, Local Government, the Judiciary System, and Governor's Office.

-Mike Bousliman	State Agency	Dept. of Transportation
-Margaret Kauska	State Agency	Dept. of Revenue
-Tammy LaVigue	State Agency	Dept. of Labor
-Karen Nelson	State Agency	Judiciary
-Bill Griffenberg	State Agency Representative	Dept. of Justice
-Harold Blattie	Local Government	MACO
-Tyler Trevor	Higher Education	Commissioner of Higher Education's Office
-Mark Bruno	Governor's Office	Governor's Budget Office

Recurring Agenda Items:

-General Project Status & Schedule	Carl Hotvedt, Project Manager
-Procurement Updates	Linda Kirkland
-Technical Updates	Julie Lester
-Financial Updates	Doug Volesky

Sponsor: Face-to-face meetings will be held with the project sponsor and project management team on a monthly basis to share progress reports, review identified risks and other issues affecting the outcome of the project.

-Dick Clark	CIO
-Jeff Brandt	Deputy CIO, Operations
-Steve Bender	Deputy CIO
-Mike Boyer	Enterprise Project Team Leader

Project Manager: Meet weekly with project team to share status of individual projects and site upgrades. The purpose of this meeting is to have a two-way exchange of information.

Project Team: The Project Team will meet weekly to share information between all members of the team including updates on individual projects and remote site upgrades. These meetings will include a formal agenda that include individual project status, review and update on know risks, and review and update of action items. Minutes of the meeting will be taken and distributed to all team members.

Procurement: Procurement items will be reviewed and tracked on a weekly basis as part of the weekly project team meeting.

C. Information Type

Describe how different types of information will be disseminated. (Voice, electronic mail, spreadsheet, formal presentation.)

Multiple communications and presentation methods will be used to support the collection and distribution of information during the course of this project. The method of communications will depend upon the nature and urgency of the communications. The following table outlines the types and frequency of communications with different groups involved in the project.

Project Status:

- Microsoft Project Gantt Charts
- Weekly Project Status Notes
- Risk Analysis and Remediation worksheet
- Formal presentation Material

Agency Communications on Remote Site Upgrades

- Voice and e-mail communications
- Project status Notes
- Formal Presentations

State and ITSD Intranet

-Project Status and presentation material will be posted to the ITSD and State Intranet as deemed appropriate by ITSD's Public Information Officer (PIO).

Stakeholder	Frequency	Status Reports	Presentations	Risk Assessment	Financial Reports
Oversight Committee	Quarterly	YES	YES	YES	YES
ITB	Bimonthly	YES	YES	YES	YES
ITMC	Monthly	YES	YES	YES	
Management Team	Biweekly	YES		YES	YES
Project Team	Weekly	YES		YES	YES
ITSD Staff	Monthly	YES	YES		
Budget Office	As Requested	YES	YES	YES	YES
Legislators/Auditors	As Requested	YES	YES	YES	YES

D. Existing Systems

Discuss the communication systems already in place and how they will be leveraged on the project. Include any political environmental considerations.

There are a number of existing communication channels available to ITSD:

1. Web sites. ITSD has a robust Intranet site as well as the most extensive set of web resources to make information available to a wide range of interested parties both inside and outside of State government.
2. "Forums": ITSD has major role in the agendas for a number of forums that are well established as channels for sharing information. Prominent among them are:
 - a. Information Technology Board (ITB). An advisory board consisting of state agency, local government and private sector members that is focused on strategic IT issues.

- b. Legislative Finance Committee (LFC). An interim Legislative Committee focused on monitoring large IT projects.
- c. Information Technology Managers' Council (ITMC). An advisory board representing IT managers in State government.
- d. Network Managers' Group (NMG). A weekly meeting of technical staff to discuss issues and exchange information.
- e. Information Technology Conference. An annual conference for state and local government IT to share information.
- f. Cabinet. The sponsor of the Network Expansion Project, the State CIO, is an attendee of the cabinet meetings and frequently shares high-level information about IT within the State enterprise.

The primary "political" aspect to be recognized is that there are some organizations that will be concerned with the future cost impacts on Network Rate Recovery since they do not have or have a limited number of remote offices throughout the state. Effective, focused communications on the benefits of this project will be an important tool in reducing the breadth and strength of any resistance to the Network Expansion Project.

Secondarily, while the need to upgrade bandwidth and network capabilities for remote offices was widely accepted by legislators representing both parties, the proposal was caught up in bitter, partisan politics. We expect the Network Expansion Project to receive wide-spread legislative attention from a partisan politics standpoint. This demands that the project thoroughly document decisions and plan and communicate them effectively. Visibility of project management artifacts, such as risk registers, will also help minimize the political risk.

E. Length of Involvement

Describe how long individual stakeholders will continue to receive information on the project.

The need to continue upgrading network bandwidth and services will continue beyond the funding for this project. As a result information sharing will need to continue well beyond the scope and funding of the network expansion project. Ongoing management of the Network will require that mechanisms be used on a continuing basis to assure that Network services meet the current and changing needs of agencies that are connected to the network.

F. Environmental Considerations

Study the political environment, understand stakeholder requirements and other environmental considerations.

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G. Method for Updating the Communication Plan

Describe how and when the Communications Plan will be updated throughout the project.

This plan will be reviewed and updates as appropriate at least annually and at major milestones to assure changing communication needs are recognized and accommodated